

Application Serial No.: 09/773,021
After Final Amendment and Response to January 12, 2005 Final Office Action

AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions, and listings, of claims in the application:

1. (Currently amended) A method for aggregating feedback, comprising:
receiving a first set of travel information including information identifying a traveler, an itinerary of said traveler, and at least one travel service provider scheduled to provide services to said traveler;
automatically generating after completion of travel associated with said itinerary, by a processor, a feedback request based on said first set of travel information and requesting specific feedback regarding said at least one travel service provider;
transmitting said feedback request to said traveler;
receiving feedback information from said traveler; and
analyzing said feedback information received from said traveler by said processor.
2. (Original) The method of claim 1, wherein said first set of travel information is received from a travel organizer.
3. (Original) The method of claim 2, wherein said analyzing further comprises:
determining whether at least a portion of said feedback information should be provided to said travel organizer.
4. (Currently amended) The method of claim 1, wherein said automatically generating further comprises:
comparing a travel completion date from said first set of travel information to a current date.
5. (Original) The method of claim 1, wherein said automatically generating further comprises:
determining a type of said at least one travel service provider; and

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generating said feedback request based on said type.

6. (Currently amended) The method of claim [[4]]5, wherein said type is one of at least an airline, a car rental, a hotel, and a travel agency.

7. (Original) The method of claim 1, wherein said analyzing further comprises: determining whether said feedback information includes a complaint.

8. (Original) The method of claim 7, wherein said analyzing further comprises: determining whether said complaint requires a response from said at least one travel service provider.

9. (Original) The method of claim 8, wherein said analyzing further comprises: monitoring said complaint to determine whether a satisfactory response from said at least one travel service provider has been received.

10. (Canceled)

11. (Original) The method of claim 1, wherein said analyzing further comprises: determining whether at least a portion of said feedback information should be provided to said at least one travel services provider.

12. (Currently amended) A computer-implemented method for aggregating feedback, comprising:

receiving a first set of travel information including information identifying a traveler, an itinerary of said traveler, and a plurality of travel service providers scheduled to provide services to said traveler;

generating after completion of travel associated with said itinerary, by a processor, a feedback request form for each of said plurality of travel service providers, requesting specific feedback based on each of said plurality of travel service providers;

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generating a summary feedback request form requesting general feedback for said itinerary and each of said plurality of travel service providers;
transmitting each of said feedback request forms and said summary feedback request form to said traveler;
receiving feedback information from said traveler, including completed ones of said feedback request forms and said summary feedback request form; and
analyzing said feedback information received from said traveler by said processor.

13. (Original) The computer-implemented method of claim 12, wherein said first set of travel information is received from a travel organizer.

14. (Original) The computer-implemented method of claim 12, wherein said analyzing comprises:

reviewing information from each one of said feedback request forms and said summary feedback request form to determine whether any resolution is required.

15. (Original) The computer-implemented method of claim 12, wherein said analyzing comprises:

determining whether said feedback information received from said traveler includes a complaint.

16. (Original) The computer-implemented method of claim 12, wherein said analyzing comprises:

determining whether said feedback information received from said traveler includes a request for a response.

17. (Original) The computer-implemented method of claim 16, further comprising:
generating a request for a response from one of said travel service providers; and
monitoring said request for a response to determine if said travel service provider properly responds.

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18. (Currently amended) An apparatus for aggregating feedback, comprising:
means for receiving a first set of travel information including information identifying a traveler, an itinerary of said traveler, and at least one travel service provider scheduled to provide services to said traveler;

means for automatically generating after completion of travel associated with said itinerary, a feedback request based on said first set of travel information and requesting specific feedback regarding said at least one travel service provider;

means for transmitting said feedback request to said traveler;

means for receiving feedback information from said traveler; and

means for analyzing said feedback information received from said traveler.

19. (Currently amended) An apparatus for aggregating feedback, comprising:
a processor; and
a storage device in communication with said processor and storing instruction adapted to be executed by said processor to:

receive a first set of travel information including information identifying a traveler, an itinerary of said traveler, and at least one travel service provider scheduled to provide services to said traveler;

automatically generate after completion of travel associated with said itinerary, a feedback request based on said first set of travel information and requesting specific feedback regarding said at least one travel service provider;

transmit said feedback request to said traveler;

receive feedback information from said traveler; and

analyze said feedback information received from said traveler.

20. (Currently amended) A machine-readable medium having stored thereon data representing sequences of instructions, said sequences of instructions which, when executed by a processor, cause said processor to:

receive a first set of travel information including information identifying a traveler, an itinerary of said traveler, and at least one travel service provider scheduled to provide services to said traveler;

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automatically generate after completion of travel associated with said itinerary, a feedback request based on said first set of travel information and requesting specific feedback regarding said at least one travel service provider;

transmit said feedback request to said traveler;

receive feedback information from said traveler; and

analyze said feedback information received from said traveler.